

Gary B. Cohen
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Professional Experience

President, GBC Consulting	Consulting Services to the De. Public Service Commission	June 2010- Present
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Providing consulting services to the Delaware Public Service Commission in the areas of the smart grid, advanced metering, dynamic pricing, revenue decoupling, and the customer education programs associated with these initiatives that are being implemented by Delmarva Power.

Consultant	ZeroChaos for Pepco Holdings Inc/ Delmarva Power	2009- June 2010
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Providing consulting services for three areas at Delmarva Power; Regulatory Affairs, Governmental Affairs and Blueprint for the Future project. Major focus is on Advance Metering Infrastructure deployment and implementation as well as the decoupling and dynamic pricing initiatives.

Manager Regulatory Affairs & External Issues	PHI/Delmarva Power	2005-2009(retired)
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Responsible for regulatory filings and case management in Delaware and Virginia, provided testimony and served as expert witness in those jurisdictions. In addition position required building and maintaining positive relationships with the regulators, public advocates, public officials and their staffs. The duties were expanded to handle escalated customer issues throughout the Company's Delaware, Maryland, Virginia, New Jersey and District of Columbia service territory.

Special Projects Manager	Delmarva Power/Conectiv	2001- 2005
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Regulatory lead on all major special projects, including low income, outage management, enhanced security and customer service initiatives. Responsibilities included representing the Company on working groups in Delaware, Maryland, Virginia and New Jersey on billing, metering and low income issues. In addition, testified before legislative committees in Delaware, Maryland and New Jersey relating to issues regarding Rising Energy Prices, Low Income programs and various Customer Service issues.

Revenue Management Director	Delmarva Power/Conectiv	1998-2001
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Responsible for all energy and non-energy billing as well as credit and collection activities throughout the Delmarva Power (Delaware, Maryland and Virginia), and Atlantic City Electric (New Jersey) service territories. As Department Head responsible for staff of approximately 100 management and bargaining unit employees this position was also responsible for all budget, financial and performance targets.

Manager Billing & Collections

Delmarva Power

1995-1998

Responsible for all energy billing and credit and collections activities throughout Delmarva Power's service territory in Delaware, Maryland and Virginia. This position was responsible for a staff of approximately 60 management and bargaining unit employees. This position was responsible for the timely and accurate energy billing and maintaining a low level of delinquent accounts receivable. Delmarva Power was considered an industry leader in these categories during this period as measured by several benchmarking entities.

Manager Call Center

Delmarva Power

1990- 1995

This position was responsible for the management of all Call Center activities in the Company's Northern Division. This included all inbound and outbound phone calls related to new service, turn on/off, billing, credit and collection, outage and miscellaneous activities. This position was responsible for a staff of approximately 50 management and bargaining unit employees. The position was also responsible for all budget and goal setting activities. During this time period the Call Center was considered a leader in the industry by benchmarking measures and was regularly visited by other utilities for learning opportunities

Manager Wilmington Office

Delmarva Power

1986-1990

This position was responsible for all the customer service activities associated with the Company's largest business office. The responsibilities including the management of a staff of 15 management and bargaining unit employees who handled all walk-in customer activity. In addition this office was responsible for cashier related activities associated with the processing of energy payments. During this period the office also developed consecutive estimation and no read programs as well as maintaining various other programs.

PSP Internal Consultant

Delmarva Power

1984-1986

This position was one of six in the Training and Organizational Development department that was responsible for the integration and training of a new Participative Skills Process management in the organization. Responsibilities included the training of management employees in effective leadership, Team meeting, and employee relationship building skills, as well as effective goal setting and positive reinforcement techniques.

Senior Accountant

Delmarva Power

1981-1984

This position was responsible for the all the journal entry and reconciliation process associated with the corporate customer accounting general ledger accounts. This position managed a staff of 8 employees who were responsible for maintaining the records for various transactions that impacted these accounts.

Accounting and Information Technology

Delmarva Power

1973-1981

Served in a variety of positions in the Company's General Accounting and Information Technology Departments. These areas included Payroll, Bookkeeping, and Computer Operations.

Education

Widener University	Various Continuing Education Courses	1983-84
Brandywine College	Degree in Business Management	1977-78 1970-71

Community and Civic Experience

President	Springer Woods Maintenance Corporation	2011- Present
Vice President	Springer Woods Maintenance Corporation	2009- 2011
Vice President	Summerset Civic Association	2003- Present
Director	Kingswood Community Center	1987-1995
President	President Pierson Farms Civic Association	1986-1990